Citation No. 03-11-15C-001

STATE OF CALIFORNIA
WATER RESOURCES CONTROL BOARD
DIVISION OF DRINKING WATER

IN RE: **HENDERSON COUNTY PARK**
Park No.: 2400088

TO: Mr. Gene Benavidez
Parks Superintendent
Merced County Parks and Recreation
2222 M. Street
Merced, CA 95340

CC: Merced County Environmental Health Department
Tom Galindo, Westsidewater Conditioning 45 West G Street Los Banos, CA 93635

CITATION FOR VIOLATION OF
CALIFORNIA CODE OF REGULATIONS, TITLE 22, SECTION 64426.1
September through December 2014 and January 2015

Issued on January 29, 2015

Section 116650 of the California Health and Safety Code authorizes the issuance of a citation to a public Park for violation of the California Safe Drinking Water Act (Health and Safety Code, Division 104, Part 12, Chapter 4, commencing with Section 116270) (hereinafter "California SDWA"), or any regulation, standard, permit or order issued or adopted thereunder.

The State Water Resources Control Board (hereinafter "Board"), acting by and through its Division of Drinking Water (hereinafter "Division") and the Deputy Director for the Division (hereinafter "Deputy Director"), hereby issues a citation to the Merced County Parks and Recreation Department (hereinafter "Park") (2222 M. Street Merced, CA 95340) for violation of California Code of Regulations (CCR), Title 22, Section 64426.1

APPLICABLE AUTHORITIES

The applicable statutes and regulations are provided in Attachment A, attached hereto and incorporated by reference.

STATEMENT OF FACTS

The Park is a transient-noncommunity water system serving a seasonal daily maximum population of approximately three hundred (300) persons through one (1) service connection. Prior to April 1, 2014, jurisdiction for the regulatory oversight of the water system was maintained by the Merced County Environmental Health Department (County). Effective April 1, 2014, jurisdiction for regulatory oversight of the Water System was transferred to the Division.

The Park is required to collect a minimum of one (1) distribution system bacteriological sample per quarter. The bacteriological water analysis results submitted by the Park reported the presence of total coliform bacteria in four (4) of ten (10) samples collected by the Park in September 2014, two (2) of eleven (11) samples collected in October 2014, two (2) of five (5) samples in November 2014, two (2) of five (5) samples in December 2014 and four (4) of five (5) samples in January 2015. None of the positive samples showed the presence of fecal coliform or *E. coli* bacteria.

Upon being informed of the presence of total coliform bacteria in one routine sample collected at Site A on September 11, 2014, the Park collected the required four repeat samples (two at distribution system, Well 2 and Well 3) on September 15, 2014. Three of the repeat samples which included the two wells were positive for total coliform bacteria. Immediately after, the contract operator performed an emergency disinfection of the entire Park. On September 17, 2014, the Tier 2 public notification was posted throughout the Park. On September 18, 2014, the

Park collected four special samples (two at the distribution system, Well 2 and Well 3). All four special samples were absent for total coliform bacteria.

In the next four months, the total coliform bacterial contamination at the Park persisted with more than one total coliform positive samples reported for the months of October, November, December 2014 and January 2015. No fecal coliform or E. coli bacteria was detected in any of the samples collected. Each month, the proper number of repeat samples including Well 2 and Well 3 were collected. A summary of all water sample results for coliform bacteria collected during September 2014 through January 2015 are included in Attachment B. The Park continued to post the Tier 2 public notification and performed additional emergency disinfection of the distribution system and replaced a check valve.

The cause of the contamination may be due to ineffective disinfection of unidentified dead-end legs of the distribution system that are not properly flushed.

The California Groundwater Rule (GWR) requires the collection of a sample for bacteriological evaluation from the well(s) serving the system in response to a coliform-positive distribution sample within 24 hours of being notified of the coliform-positive result. Based on data submitted to the Division, the Park collected the raw water samples in a timely manner in follow-up to the total coliform-positive routine samples collected in the month of September 2014 through January 2015. The Park's Well 2 was positive for total coliform bacteria in the month of September 2014. The Park's Well 3 was positive for total coliform bacteria in January 2015. No E.coli bacteria were detected in any of the source samples collected in the months of September 2014 through January 2015.

Public notification to the Division and consumers of Park is required whenever a violation of the Total Coliform MCL occurs. Notification to the Division is required by the end of the business

day on which the violation has been determined. If the Division is closed, notification shall be within 24 hours of the determination. On all five occasions, the Division was notified, in accordance with the above-referenced section.

Public notification to the customers of the Park was initiated on September 17, 2014, and posting was on-going during the months of October, November, December and January, advising each customer of the failure of the total coliform MCL. The Park provided copies of monthly Tier 2 notices that were posted throughout the Park and copies of the monthly proof of notifications to the Division. The notices and proof of notifications are included as Attachment C.

DETERMINATION

Title 22, CCR, Section 64426.1, Total Coliform Maximum Contaminant Level (MCL) provides that a public water system that collects fewer than 40 bacteriological samples per month has violated the Total Coliform Rule if more than one (1) sample collected during any month is total coliform-positive.

The Division has determined that the Park failed to comply with Title 22, CCR, Section 64426.1, Total Coliform MCL for the months of September, October, November and December 2014; and January 2015 due to the presence of total coliform bacteria in fourteen (14) of thirty eight (38) samples collected.

DIRECTIVES

The Park is hereby directed to take the following actions:

1. Comply with Title 22, CCR, Section 64426.1 in all future monitoring periods.

2. Section 64463.4 allows the water system to give public notice by posting the notice in conspicuous locations throughout the area served by the water system and by the use of one or more of the following methods in order to reach persons not likely to be reached by a public posting: publication in a local newspaper or newsletter distributed to customers, e-mailing the public notice to Park customers, post the public notice on the internet, or by delivery to each customer. The Division allowed the Park to use one method of notification by posting the notice in conspicuous locations throughout the Park served by the water sytem. The Division hereby waives public notification by newspaper publication, email, internet or delivery to the customer.

3. By **February 28, 2015**, the Park must conduct a cross-connection control survey of the water system to identify and locate existing backflow prevention devices and determine possible contamination locations where backflow prevention devices need to be installed. Attachment D contains information on completing the cross-connection control survey.

4. By **February 28, 2015**, the Park shall install continuous chlorination treatment. Prior to installation, the Park shall submit copies of the proposed plans and specifications for the chlorination equipment to the Division for review and approval.

5. By **February 28, 2015,** the Park shall prepare an Operations Plan for the chlorination treatment system and submit a copy to the Division for review and approval. A template to assist in the preparation of the operations plan is provided in Attachment F.

6. By **February 28, 2015**, the Park shall submit a revised Bacteriological Sample Siting Plan (BSSP) indicating the addition of the chlorination treatment to the distribution system.

7. By **February 28, 2015**, the Park shall complete and submit the enclosed "Positive Total Coliform Investigation" form to the Division that describes the incident and all corrective actions taken, and the results of the investigation. The appropriate investigation report is provided as Attachment E.

The Division reserves the right to make such modifications to the Citation as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be effective upon issuance.

Nothing in this Citation relieves the Park of its obligation to meet the requirements of the California Safe Drinking Water Act or any regulation, standard, permit or order issued thereunder.

All submittal required by this Citation shall be submitted to the Division at the following address:

Kassy D. Chauhan, P.E.
Senior Sanitary Engineer, Merced District
State Water Resources Control Board
Division of Drinking Water
265 W. Bullard Avenue, Suite 101
Fresno, CA 93704

PARTIES BOUND

This Citation shall apply to and be binding upon the Merced County Parks and Recreation, its officers, directors, agents, employees, contractors, successors, and assignees.

SEVERABILITY

The Directives of this Citation are severable, and the Merced County Parks and Recreation shall comply with each and every provision thereof notwithstanding the effectiveness of any provision.

FURTHER ENFORCEMENT ACTION

The California SDWA authorizes the Board to: issue citation with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any permit, regulation or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation or compliance order. The California SDWA also authorizes the Board to take action to suspend or revoke a permit that has been issued to a public water system if the system has violated applicable law or regulations or has failed to comply with an order of the Board; and to petition the superior court to take various enforcement measures against a public water system that has failed to comply with an order of the Board. The Board does not waive any further enforcement action by issuance of this citation.

1/28/15
Date

Kassy D. Chauhan
Kassy D. Chauhan, P.E.
Senior Sanitary Engineer, Merced District
DRINKING WATER FIELD OPERATIONS BRANCH

KDC/MLM
Attachments:
Attachment A: Applicable Authorities
Attachment B: Summary of Bacteriological Samples from September 2014 January 2015
Attachment C: Tier 2 Notices & Proof of Notification
Attachment D: Cross Connection Survey Guidelines
Attachment E: Positive Total Coliform Investigation report
Attachment F: Operations Plan Template

Applicable Statues and Regulations for Citation No. 03-11-15C-001

Section 116650 of the CHSC states in relevant part:

§116650. Citations

(a) If the Division determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the Division may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.

(b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.

(c) A citation may specify a date for elimination or correction of the condition constituting the violation.

(d) A citation may include the assessment of a penalty as specified in subdivision (e).

(e) The Division may assess a penalty in an amount not to exceed one thousand dollars ($1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation.

Section 64426.1 of Title 22, California Code of Regulations (CCR) states in relevant part:

§64426.1. Total Coliform Maximum Contaminant Level (MCL).

(a) Results of all samples collected in a calendar month pursuant to Sections 64423, 64424, and 64425 that are not invalidated by the Department or the laboratory shall be included in determining compliance with the total coliform MCL. Special purpose samples such as those listed in §64421(b) and samples collected by the water supplier during special investigations shall not be used to determine compliance with the total coliform MCL.

(b) A public water system is in violation of the total coliform MCL when any of the following occurs:
   (1) For a public water system which collects at least 40 samples per month, more than 5.0 percent of the samples collected during any month are total coliform-positive; or
   (2) For a public water system which collects fewer than 40 samples per month, more than one sample collected during any month is total coliform-positive; or
   (3) Any repeat sample is fecal coliform-positive or E. coli-positive; or
   (4) Any repeat sample following a fecal coliform-positive or E. coli-positive routine sample is total coliform-positive.

(c) If a public water system is not in compliance with paragraphs (b)(1) through (4), during any month in which it supplies water to the public, the water supplier shall notify the Department by the end of the business day on which this is determined, unless the determination occurs after the Department office is closed, in which case the supplier shall notify the Department within 24 hours of the determination. The water supplier

shall also notify the consumers served by the water system. A Tier 2 Public Notice shall be given for violations of paragraphs (b)(1) or (2), pursuant to section 64463.4. A Tier 1 Public Notice shall be given for violations of paragraphs (b)(3) or (4), pursuant to section 64463.1.

Section 64463.4 of Title 22, California Code of Regulations (CCR) states in relevant part:
§64463.4. Tier 2 Public Notice.

(a) A water system shall give public notice pursuant to this section if any of the following occurs:
  (1) Any violation of the MCL, MRDL, and treatment technique requirements, except:
    (A) Where a Tier 1 public notice is required under section 64463.1; or
    (B) Where the Department determines that a Tier 1 public notice is required, based on potential health impacts and persistence of the violations;
  (2) All violations of the monitoring and testing procedure requirements in sections 64421 through 64426.1, article 3 (Primary Standards – Bacteriological Quality), for which the Department determines that a Tier 2 rather than a Tier 3 public notice is required, based on potential health impacts and persistence of the violations;

. . . .

(b) A water system shall give the notice as soon as possible within 30 days after it learns of a violation or occurrence specified in subsection (a), except that the water system may request an extension of up to 60 days for providing the notice. This extension would be subject to the Department's written approval based on the violation or occurrence having been resolved and the Department's determination that public health and welfare would in no way be adversely affected. In addition, the water system shall:
  (1) Maintain posted notices in place for as long as the violation or occurrence continues, but in no case less than seven days;
  (2) Repeat the notice every three months as long as the violation or occurrence continues. Subject to the Department's written approval based on its determination that public health would in no way be adversely affected, the water system may be allowed to notice less frequently but in no case less than once per year. No allowance for reduced frequency of notice shall be given in the case of a total coliform MCL violation or violation of a Chapter 17 treatment technique requirement; and

. . . . .

(c) A water system shall deliver the notice, in a manner designed to reach persons served, within the required time period as follows:
  (1) Unless otherwise directed by the Department in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, community water systems shall give public notice by;
    (A) Mail or direct delivery to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system; and
    (B) Use of one or more of the following methods to reach persons not likely to be reached by a mailing or direct delivery (renters, university students, nursing home patients, prison inmates, etc.):
      1. Publication in a local newspaper;

2. Posting in conspicuous public places served by the water system, or on the Internet; or
3. Delivery to community organizations.

(2) Unless otherwise directed by the Department in writing based on its assessment of the violation or occurrence and the potential for adverse effects on public health and welfare, noncommunity water systems shall give the public notice by:

(A) Posting in conspicuous locations throughout the area served by the water system; and

(B) Using one or more of the following methods to reach persons not likely to be reached by a public posting:

1. Publication in a local newspaper or newsletter distributed to customers;
2. E-mail message to employees or students;
3. Posting on the Internet or intranet; or
4. Direct delivery to each customer.

Bacteriological Distribution Monitoring Report

2400088 HENDERSON COUNTY PARK

Distribution System Freq: 1/Q

Sample Date	Location	T Coli	E Coli	F Coli	HPC	Type	Cl2	Violation	Comment
9/11/2014	Site A	2.2	<1.1			Routine			
9/11/2014	Well 3	<1.1	A			Other			
9/15/2014	Site A	<1.1	A			Repeat			
9/15/2014	Site D	3.6	<1.1			Repeat		MCL	
9/15/2014	Well 2	3.6	<1.1			Source R			
9/15/2014	Well 3	2.2	<1.1			Source R			
9/18/2014	Site A	<1.1	A			Other			
9/18/2014	Site D	<1.1	A			Other			
9/18/2014	Wells 3 & 2	<1.1	A			Other			
10/8/2014	Site A	2.2	<1.1			Routine		MCL	
10/8/2014	Site C	12.0	<1.1			Routine			
10/8/2014	Site D	<1.1	A			Routine			
10/8/2014	Wells 2 & 3	<1.1	A			Routine			
10/16/2014	4 samples, A, D, C Pressure Tank	<1.1	A			Repeat			
10/16/2014	Wells: 2 & 3	<1.1	A			Repeat			*chlorinated*
11/12/2014	Site A	<1.1	A			Routine			
11/12/2014	Site C	9.2	<1.1			Routine			*MCL*
11/12/2014	Site D	9.2	<1.1			Routine			
11/12/2014	Wells: 2, 3	<1.1	A			Routine			
12/22/2014	2 samples: pressure tank, after new Check valve	A	A			Repeat			*investigative samples*
12/30/2014	Site A	A	A			Routine			
12/30/2014	Site C	P	A			Routine			
12/30/2014	Site D	P	A			Routine			
12/30/2014	Well 2	A	A			Routine			
12/30/2014	Well 3	A	A			Routine			
1/5/2015	Site A	3.6	<1.1			Routine			
1/5/2015	Site C	6.9	<1.1			Routine			
1/5/2015	Site D	5.1	<1.1			Routine			
1/5/2015	Well 2	<1.1	A			Routine			
1/5/2015	Well 3	1.1	<1.1			Routine			

Violation Key

MCL	Exceeds the maximum contaminant level
MR1	No monthly sample for the report month
MR2	No quarterly sample for the report month
MR3	Incorrect number of routine samples for the report month
MR4	Did not collect 5 routine samples for previous month's positive sample
MR5	Incorrect number of repeat samples as follow-up to a positive sample
MR6	No source sample
MR7	No summary report submitted
MR8	Other comments and/or info.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

The Henderson Park Has Levels of Coliform Bacteria Above the Drinking Water Standard

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took 6 samples to test for the presence of coliform bacteria during September 2014. Four of those samples showed the presence of total coliform bacteria. The standard is that no more than 1 sample per month may do so.

What should I do?

- **You do not need to boil your water or take other corrective actions.**
- This is not an emergency. If it had been, you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*
- Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.** If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

As of this time we are chlorinating the system and looking for anything causing this problem. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem by 9-26-14.

For more information, please contact Tom Galindo at 209-704-5007.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the Henderson Park Management.

State Water System ID#: _2400088_. Date distributed: 9-17-2014_.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

The Henderson Park Has Levels of Coliform Bacteria Above the Drinking Water Standard

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took 9 samples to test for the presence of coliform bacteria during October 2014. Four of those samples showed the presence of total coliform bacteria. The standard is that no more than 1 sample per month may do so.

What should I do?

- **You do not need to boil your water or take other corrective actions.**
- This is not an emergency. If it had been, you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*
- Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.** If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

As of this time we are chlorinating the system and repairing a possible cross connection problem with the irrigation system.. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem by 10-24-2014.

For more information, please contact Tom Galindo at 209-704-5007.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the Henderson Park Management.

State Water System ID#: _2400088_. Date distributed: 10-15-2014_.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

The Henderson Park Has Levels of Coliform Bacteria Above the Drinking Water Standard

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We routinely monitor for drinking water contaminants. We took 5 samples to test for the presence of coliform bacteria during November 2014. Two of our samples showed the presence of total coliform bacteria. The standard is that no more than one sample per month may do so.

What should I do?

- **You do not need to boil your water or take other corrective actions.**
- This is not an emergency. If it had been, you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*
- Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing, and further testing shows that this problem has been resolved.**
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

We are currently investigating the problem to determent where the intrusion of the bacteria is coming from. We will inform you as of when this problem will be resolved.

For more information, please contact Tom Galindo at phone 209-704-5007

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the Henderson Park Management

State Water System ID#: 2400088. Date distributed: 11-14-2014.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

The Henderson Park Has Levels of Coliform Bacteria Above the Drinking Water Standard

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took 10 samples to test for the presence of coliform bacteria during December 2014. Six of those samples showed the presence of total coliform bacteria. The standard is that no more than 1 sample per month may do so.

What should I do?

- **You do not need to boil your water or take other corrective actions.**
- This is not an emergency. If it had been, you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*
- Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.** If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

As of this time we are investigating any main line leaks and are going to install continuous chlorine feeders to disinfect the system. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem by 1-23-2015.

For more information, please contact Tom Galindo at 209-704-5007.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the Henderson Park Management.

State Water System ID#: _2400088_. Date distributed: 1-8-2015_.

Attachment C

PROOF OF NOTIFICATION

(Return with copy of notice)

As required by Section 116450 of the California Health and Safety Code, I notified all users of water supplied by the **Henderson County Park** of the failure to meet the **Total Coliform Rule Maximum Contaminant Level (MCL)** requirement for September 2014 as directed by the Department.

Notification was made on 9-17-2014 by
(date)

hand delivering / mailing / posting / publishing the written notice.

(*circle all that apply*)

Signature of Water System Representative

9-17-2014
Date

DISCLOSURE: Be advised that Section 116725 and 116730 of the California Health and Safety Code state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars ($5,000) for separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than $25,000 for each day of violation, or be imprisoned in the county jail not to exceed one year, or by both the fine and imprisonment.

Attachment C

PROOF OF NOTIFICATION

(Return with copy of notice)

As required by Section 116450 of the California Health and Safety Code, I notified all users of water supplied by the **Henderson County Park** of the failure to meet the **Total Coliform Rule Maximum Contaminant Level (MCL)** requirement for October 2014 as directed by the Department.

Notification was made on 10-15-2014 (date) by **hand delivering / mailing / posting / publishing** the written notice.

(*circle all that apply*)

Signature of Water System Representative

10-15-14
Date

DISCLOSURE: Be advised that Section 116725 and 116730 of the California Health and Safety Code state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars ($5,000) for separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than $25,000 for each day of violation, or be imprisoned in the county jail not to exceed one year, or by both the fine and imprisonment.

Attachment C

PROOF OF NOTIFICATION

(Return with copy of notice)

As required by Section 116450 of the California Health and Safety Code, I notified all users of water supplied by the **Henderson Park** of the failure to meet the **Total Coliform Rule Maximum Contaminant Level (MCL)** requirement for November 2014 as directed by the Department.

Notification was made on November 14 2014 by
(date)
hand delivering / mailing / posting / publishing the written notice.
(*circle all that apply*)

Signature of Water System Representative

November 14 2014
Date

DISCLOSURE: Be advised that Section 116725 and 116730 of the California Health and Safety Code state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars ($5,000) for separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than $25,000 for each day of violation, or be imprisoned in the county jail not to exceed one year, or by both the fine and imprisonment.

System Number: 2400088

Attachment C

PROOF OF NOTIFICATION

(Return with copy of notice)

As required by Section 116450 of the California Health and Safety Code, I notified all users of water supplied by the **Henderson County Park** of the failure to meet the **Total Coliform Rule Maximum Contaminant Level (MCL)** requirement for [illegible] as directed by the Department.

Notification was made on 1-8-2015 (date) by **hand delivering / mailing / posting / publishing** the written notice.

(circle all that apply)

Signature of Water System Representative

1-8-2015

Date

DISCLOSURE: Be advised that Section 116725 and 116730 of the California Health and Safety Code state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the attached order may be liable for a civil penalty not to exceed five thousand dollars ($5,000) for separate violation for each day that violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than $25,000 for each day of violation, or be imprisoned in the county jail not to exceed one year, or by both the fine and imprisonment.

UNDERSTANDING THE REQUIREMENTS FOR A CROSS-CONNECTION CONTROL PROGRAM

FOR NON-COMMUNITY WATER SYSTEMS*

Division of Drinking Water-Merced District

Purpose of Cross-Connection Control Program

Water provided by a public water system may be contaminated via cross-connections within the user's distribution system. The purpose of the cross-connection control program is to eliminate actual cross-connections and to reduce the hazard of potential cross-connections. This is accomplished by identifying actual and potential cross-connections and either installing appropriate backflow prevention assemblies or ensuring that water-using equipment is installed in accordance with plumbing code requirements and good practice.

What are cross-connections?

Cross-connections are unprotected connections between a potable water system and any source or system containing unapproved water or a substance, which is not safe. Examples of cross-connections include:

1. Improperly installed irrigation systems (which may allow back siphoning of stagnant, bacterially contaminated water into the piping system) or premises where there are irrigation systems into which fertilizers, herbicides, or pesticides are or can be injected.
2. Improperly plumbed water-using devices such as hot tubs, boilers or commercial dishwashers.
3. Irrigation systems served by an auxiliary source, such as an unapproved well or a creek. Such systems, if connected to the drinking water system, create a potential for contamination via cross-connections.
4. Interconnections between the potable system and a non-potable system.

How to Comply

For Non-community water systems, the program consists of identification of hazards and protection of the system from these hazards. The program is to be adapted to the size and complexity of the system. The following are the required elements and necessary actions:

1. Identification of Hazards -This consists of a review of the system facilities to identify areas of potential contamination via cross-connections. A survey of the system is to be conducted with documentation of the findings. Any facilities that handle wastewater or hazardous liquids require special evaluation to ensure protection of the potable system from contamination.
2. Protection of System -Taking action to abate the potential cross-connection by ensuring compliance with plumbing codes, installing and maintaining appropriate backflow prevention assemblies and other means. This includes annual testing and repair or replacement as needed.

Completion and Documentation

Attached is additional information and forms that you can use to help guide you through this program. A survey of the system is to be conducted by a qualified person. Documentation of the survey findings is to be maintained and submitted to the Department when requested.

IMPORTANT: Complete and Return the "Cross-Connection Control Survey Summary & Program Implementation Plan for Non-community Water Systems" form

REGULATORY ELEMENTS OF A CROSS-CONNECTION CONTROL PROGRAM
Division of Drinking Water-Merced District

When implementing a Cross-Connection Control Program, the water supplier or health agency should follow an organized plan. The following items should be included as a minimum. The items **explain the California Department of Public Health' policy regarding the regulations.**

7584. Responsibility and Scope of Program
The water supplier shall protect the public water supply from contamination by implementation of a cross-connection control program. The program, or any portion thereof, may be implemented directly by the water supplier or by means of a contract with the local health agency, or with another agency approved by the health agency. The water supplier's cross-connection control program shall for the purpose of addressing the requirements of Sections 7585 through 7605 include, but not limited to, the following elements:

(a) The adoption of operating rules or ordinances to implement the cross-connection program.

A public water supplier shall enact an ordinance or rule of service outlining the cross-connection control program and providing enforcement authority.

(b) The conducting of surveys to identify places where cross-connections are likely to occur.

Water utilities do not have any responsibility for controlling or abating cross-connections on a user's premises. All existing facilities where potential cross-connections are suspected, however, shall be listed and inspected or reinspected on a priority basis, where feasible. All applications for new services or for enlarging existing services or changing of occupant shall be reviewed or screened for cross-connection hazards Surveys are intended to be conducted by a person certified by AWWA or ABPA as a cross-connection specialist. A list of persons that have this certification may be obtained by contacting AWWA at (909) 481-7200, ABPA at http://www.abpa.org/, or by contacting the CDPH-Merced District office.

(c) The provision of backflow protection at the user's connection or within the user's premises or both.

Adequate provisions for implementation and enforcement of backflow protection where needed including the shutting off service when necessary

(d) The provision of at least one person trained in cross-connection control to carry out the cross-connection program.

Specific units of the health agency and/or water supplier should be designated to organize and carry out the cross-connection control program. The personnel in those units should be trained as to the causes and hazards of unprotected cross-connections.

(e) The establishment of a procedure or system for testing backflow preventers.

A list of approved backflow preventers and list of certified testers should be made available to each water user required to provide backflow protection.

The list may include backflow devices approved by University of Southern California, Foundation for Cross-Connection Control and IAPMO, which may be found on the CDPH website at the following address:

http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Publications.aspx

The List of certified testers may be lists developed by the American Water Works Association and local county health agencies.

Backflow preventers should be tested at least yearly or more often as required by the health agency or water supplier.

(f) The maintenance of records of locations, tests and repairs of backflow preventers

Adequate records should be kept and filed for reference. These records should include, in addition to the name of the owner of the premises, the:

a) Date of inspection
b) Results of inspection
c) Required protection
d) List of all backflow preventer devices in the system
e) Test and maintenance reports
f) All correspondence between the water supplier, the local health authority, and the consumer
g) Records must be maintained for a minimum of three years

Records of inspection and testing should be evaluated to determine if:

a) Devices are frequently or sufficiently reviewed to detect failure.
b) There are unusual feature of a particular model of device or component.
c) Cause of failure can be eliminated.

A program should be established to notify the water user when his backflow preventer must be tested. (A minimum of once each year is required.) After installation or repair, a backflow preventer should be tested and approved before it is accepted.

7605. Testing and Maintenance of Backflow Preventers

Regulations require the following regarding testing and maintenance of backflow prevention devices:

(a) The water supplier shall assure that adequate maintenance and periodic testing are provided by the water user to ensure their proper operation.

(b) Backflow preventers shall be tested by persons who have demonstrated their competency in testing of these devices to the water supplier or health agency.

(c) Backflow preventers shall be tested at least annually or more frequently if determined to be necessary by the health agency or water supplier. When devices are found to be defective, they shall be repaired or replaced in accordance with the provisions of this Chapter.

(d) Backflow preventers shall be tested immediately after they are installed, relocated or repaired and not placed in service unless they are functioning as required.

(e) The water supplier shall notify the water user when testing of backflow preventers is needed. The notice shall contain the date when the test must be completed.

(f) Reports of testing and maintenance shall be maintained by the water supplier for a minimum of three years.

GUIDELINES FOR CROSS-CONNECTION CONTROL FOR IRRIGATION SYSTEMS

Summary: Public water systems must be protected from actual and potential cross-connections between irrigation systems and domestic water systems. This is accomplished by ensuring that the irrigation system is installed in accordance with the requirements of the Uniform Plumbing Code with appropriate backflow prevention devices.

Special Conditions: For systems with an unapproved auxiliary source serving the irrigation system, additional protective action is necessary to guard against introduction of water from the auxiliary source (e.g., raw surface water) into drinking water system. The following actions must be taken to guard against this hazard:

1. Identify all interties between the domestic system and the irrigation system.

2. Either disconnect these interties or install approved backflow prevention devices at each intertie. A Reduced Pressure Principle backflow prevention device is the type of device, which is to be installed.

3. Verify that there are no other interconnections between the domestic and irrigation systems through a shutdown test. This is accomplished by draining the irrigation system while keeping the domestic system under pressure and verifying that it does not refill with water from the domestic system through an undetected cross-connection. This procedure should be repeated on a periodic basis (at least annually) and after any major piping projects are completed.

Record Maintenance: Keep up-to-date written records of piping plans of the potable and irrigation systems, dates of tests, procedures, results and any corrective actions taken.

CROSS-CONNECTION CONTROL SURVEY SUMMARY & PROGRAM IMPLEMENTATION PLAN*
FOR
NON-COMMUNITY WATER SYSTEMS

System Name _____ Number_____

Date of Survey _____

Name of person performing survey _____

Qualifications of person performing survey (training of person commensurate to complexity and potential hazards contained in the water system):

_____

_____

_____

Description of Survey (procedures used for survey & hazards identified-include fire sprinkler system):_____

_____

_____

_____

_____

_____

Implemented Actions as Result of Survey (include description of installed backflow prevention assemblies installed or plumbing changes to eliminate hazard):

_____

_____

_____

_____

_____

_____

Personnel & Program Maintenance (designated personnel responsible to ensure ongoing protection of the system from cross-connections, annual testing and recordkeeping for backflow prevention assemblies, etc.):

_____

_____

_____

_____

Other (other elements of program that include written policies and procedures that ensure there will be plan review and inspection for plumbing modifications):

_____

_____

_____

**Attach supplemental information as needed*

Person/Title - Responsible for Program Implementation_____

Signature _____ **Date:** _____

Attachment E

POSITIVE TOTAL COLIFORM INVESTIGATION

This form is intended to assist public water systems in completing the investigation required by the California Department of Public Health (Section 64426(b) of Title 22, California Code of Regulations) and may be modified to take into account conditions unique to the system.

ADMINISTRATIVE INFORMATION

PWS Name:		**PWSID NUMBER:**	
	Name	**Address**	**Telephone #**
Operator in Responsible Charge (ORC)			
Person that collected TC samples if different than ORC			
Owner			
Certified Laboratory for Microbiological Analyses			
Date Investigation Completed:			
Month(s) of Total Coliform MCL Failure:			

INVESTIGATION DETAILS

SOURCE	WELL (name)	WELL (name)	WELL (name)	WELL (name)	COMMENTS
1. Inspect each well head for physical defects and report					
a. Is raw water sample tap upstream from point of disinfection?					
b. Is wellhead vent pipe screened?					
c. Is wellhead seal watertight?					
d. Is well head located in pit or is any piping from the wellhead submerged?					
e. Does the ground surface slope towards well head?					
f. Is there evidence of standing water near the wellhead?					
g. Are there any connections to the raw water piping that could be cross-connections? (describe all connections in comments)					
h. Is the wellhead secured to prevent unauthorized access?					
i. To what treatment plant (name) does this well pump?					
j. How often do you take a raw water total coliform (TC) test?					
k. Provide the date and result of the last TC test at this location					

TREATMENT	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	COMMENTS
1. If you provide continuous chlorination treatment, was there any equipment failure? Did the distribution system maintain a chlorine residual?					
a. Was emergency chlorination initiated?					
b. If yes, for how long?					

POSITIVE TOTAL COLIFORM INVESTIGATION

TREATMENT	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	PLANT (NAME)	COMMENTS
2. Did the distribution system lose chlorine residual?					
3. If you do not provide routine chlorination, was emergency chlorination initiated?					
If Yes, when?					
4. Inspect each point where disinfectant is added and report					
a. For hypochlorinator systems					
1. Is the disinfectant feed pump feeding disinfectant?					
2. What is the feed rate of disinfectant in ml/minute					
3. What is the concentration of the disinfectant solution being fed? (percent, or mg/l of chlorine as HOCl)					
4. By what method was the concentration of solution determined? (ex: measured, manufacturer's literature)					
5. What is the age (days) of the disinfectant solution currently being used at this treatment location?					
6. What is the raw water flow rate at the point where disinfectant is added in gallons per minute?					
7. What is the **total** chlorine residual measured immediately downstream from the point of application?					
8. What is the **free** chlorine residual measured immediately downstream from the point of application?					
9. What is the contact time in minutes from the point of disinfectant application to the first customer?					

STORAGE	TANK (name)	TANK (name)	TANK (name)	TANK (name)	COMMENTS
1. Is each tank locked to prevent unauthorized access?					
2. Are all vents of each tank screened down-turned to prevent dust and dirt from entering the tank?					
3. Is the overflow on each tank screened?					
4. Are there any unsealed openings in the tank such as access doors, water level indicators hatches, etc.?					
5. Is the roof/cover of the tank sealed and free of any leaks?					
6. Is the tank above ground or buried.					
a. If buried or partially buried, are there provisions to direct surface water away from the site.					
b. Has the interior of the tank been inspected to identify any sanitary defects, such as root intrusion?					
8. Does the tank "float" on the distribution system or are there separate inlet and outlet					

POSITIVE TOTAL COLIFORM INVESTIGATION

STORAGE	TANK (name)	TANK (name)	TANK (name)	TANK (name)	COMMENTS
lines?					
9. What is the **measured** chlorine residual (total/free) of the water exiting the storage tank **today**?					
10. What is the volume of the storage tank in gallons?					
11. Is the tank baffled?					
12. Prior to the TC+ or EC+, what was the previous date item #1-7 were checked and documented?					

DISTRIBUTION SYSTEM	SYSTEM RESPONSES
1. What is the minimum pressure you are maintaining in the distribution system?	
2. Did pressure in the distribution system drop to less than 5 psi prior to experiencing the TCR positive finding.	
3. Has the distribution system been worked on within the last week? (service taps, hydrant flushing, main breaks, main extensions, etc.) If yes, provide details.	
4. Are there any signs of excavations near your distribution system not under the direct control of your maintenance staff?	
5. Did you inspect your distribution system to check for mainline leaks? Do you or did you have a mainline leak?	
6. If there was a mainline leak, when was it repaired?	
7. On what date was the distribution system last flushed?	
8. Is there a written flushing procedure you can provide for our review?	
9 Do you have an active cross connection control program?	
10. What is name and phone number of your Cross-Connection Control Program Coordinator?	
11. Is the review and testing of backflow prevention devices current?	
12. On what date was the last physical survey of the system done to identify cross-connections?	

BOOSTER STATION **SYSTEM RESPONSES**

1. Do you have a booster pump? How many?

2. Do you have a standby booster pump if the main pump fails?

3. Prior to bacteriological quality problems, did your booster pump fail?

4. Do you notice standing water, leakage at the booster station?

POSITIVE TOTAL COLIFORM INVESTIGATION

SAMPLE SITE EVALUATION (Complete for all TC+ or EC+ findings)	Routine Site TC+ or EC+	Upstream Site	Downstream Site	Sample 4 (specify)
1. What is the height of the sample tap above grade? (inches)				
2. Is the sample tap located in an **ext**erior location or is it protected by an **enc**losure?				
3. Is the sample tap threaded, have a swing arm (kitchen sink) or aerator (sinks)?				
4. Is the sample tap in good condition, free of leaks around the stem or packing?				
5. Can the sample tap be adjusted to the point where a good laminar flow can be achieved without excessive splash?				
6. Is the sample tap and area around the sample tap clean and dry (free of animal droppings. other contaminants or spray irrigation systems)				
7 Is the area around the sample tap free of excessive vegetation or other impediments to sample collection				
8. Describe how the tap was treated in preparation for sample collection (ran water, swabbed with disinfectant, flamed, etc.)				
9. Is this sample tap designated on the sampling plan submitted with this information request?				
10. What were the weather conditions at the time of the positive sample (rainy, windy, sunny),				

GENERAL OPERATIONS:	Response
1. Where there any power outages that affected water system facilities during the 30 days prior to the TC+ or EC + findings?	
2. Where there any main breaks, water outages, or low pressure reported in the service area where TC+ or EC+ samples were located.	
3. Does the system have backup power or elevated storage?	
4. During or soon after bacteriological quality problems, did you receive any complaints of any customers' illness suspected of being waterborne? How many?	
5. What were the symptoms of illness if you received complaints about customers being sick?	

POSITIVE TOTAL COLIFORM INVESTIGATION

ADDITIONAL INFORMATION TO BE SUBMITTED WITH RESPONSES TO THE ABOVE QUESTIONS

1. **Sketch** of System showing all sources, treatment locations, storage tanks, microbiological sampling sites and general layout of the distribution system including the location of all hazardous connections such as the wastewater treatment facility.
2. A set of photographs of the well, pressure tanks, and storage tanks in the system may be submitted if they would show that the contamination is directly related and changes have been made since the last inspection by our Department
3. Name, certification level and certificate number of the Operator in Responsible Charge.
4. Copy of the last cross connection survey performed that identifies the location of all unprotected cross connections.

SUMMARY: **BASED ON THE RESULTS OF YOUR INVESTIGATION AND ANY OTHER INFORMATION AT YOUR DISPOSAL, WHAT DO YOU BELIEVE TO BE THE CAUSE OF THE POSITIVE TOTAL COLIFORM SAMPLES FROM YOUR PUBLIC WATER SYSTEM?**

CERTIFICATION: **I CERTIFY THAT THE INFORMATION SUBMITTED IN RESPONSE TO THE QUESTIONS ABOVE IS ACCURATE TO THE BEST OF MY PROFESSIONAL KNOWLEDGE**

NAME:_____ **TITLE:**_____ **DATE:** _____

GUIDANCE: OPERATIONS PLAN FOR SMALL SYSTEMS with Chlorination

RE: For small water systems with a well, storage tank, chlorinator and distribution system. Operated by owner or manager.

- Brief description of source, storage, chlorinator unit (treatment) and number of connections. Example; 200 foot well drilled in 1972, 1500 gallon welded steel storage tank, chlorinator with a diaphragm type pump (manufacturer and model) and 25 gallon disinfectant reservoir, serving 15 connections.

- Routine Operational Procedures for each component of the system:

A. Visual inspection of **WELL** (daily).
   1. Check for the following; leaks, openings, lubricants, electrical hazards, chemical hazards, etc. (record observations and correct problem).
   2. Check the pump for proper operation.

B. Visual inspection of the **STORAGE TANKS** (daily).
   1. Inspect for any leaks or damage (record observations and repair as needed).
   2. Record system pressure. Record the pressure the pump turns on, the pressure the pump turns off and the duration of the run time.
   3. Cleaning of storage tank (quarterly, semi-annually or annually). Record date cleaned and observations.

C. Visual inspection of **CHLORINATOR PUMP** and disinfection reservoir (daily).
   1. Inspect the pump for proper operation.
   2. Inspect the disinfectant in the reservoir for concentration and adequate volume for the operational period (record results).
   3. Determine if there is enough disinfectant on hand for one or more weeks.

D. Measure the **DISINFECTANT RESIDUAL** in the distribution system (free chlorine test kit required).
   1. Record the results (daily, on attached sheet).
   2. Determine if an adequate level of disinfectant is maintained.
      a. If disinfectant level is low, determine the reason and correct.
      b. If no measurable disinfectant, notify owner, determine reason, and remedy. If no disinfectant for 24 hours, notify Department.

E. Maintenance of **GAUGES and METERS**.
   1. Inspect all gauges and meters for leaks and proper function daily. Repair or replace as needed (keep record of date).

F. Inspection and **EXERCISING of the VALVES**.
   1. Inspect valves for leaks (record observations, repair or replace if leaking).
   2. Exercise valves on a schedule, as needed (i.e. quarterly, semi-annually, annually, record dates on attached sheet).

G. Operation and maintenance of **DISTRIBUTION FACITILIES**.
   1. Visually inspect the distribution system for leaks on a regular basis. Record date and observations.
   2. Flush dead end mains or lines periodically (quarterly, semi-annually, annually as needed. Record date and observations).

- Monitoring and Reporting.
  A. **BACTERIOLOGICAL MONITORING**; As per approved Sample Siting Plan (attached), required monthly, report to the Department by the 10th of each month, following the sample.
     1. If sample positive, notify Department and take four repeat samples.
     2. Take five routine samples the month following a positive sample.

  B. **CHEMICAL MONITORING**; as required by the Department, forward results to the Department.
     1. Keep chemical results for ten years.
     2. Keep variance and exemptions for five years.

- Response to violations.
  A. **PUBLIC NOTIFICTION** of violation required.
     1. Notification shall be given as per "Emergency public notification" method on record with the Department (attached), or in a manor directed by the Department.
     2. State problem and what has been done to correct it.
     3. Send a copy of the notification to the Department.

- Consumer complaint response procedures.
  A. **CONSUMER COMPLAINT** procedures.
     1. Record in complaint log (name, address and nature of the problem).
     2. Investigate the complaint.
     3. Verify or dismiss the complaint.
     4. Record the steps taken to address or correct the problem.
     5. Notify complainant of action taken.
     6. Keep complaint records with corrective action for five years.

- **Emergency Operational Practices**. (*See Emergency/Disaster Plan for complete description).*
  A. List of **equipment on hand** for emergency repairs.
     1. Miscellaneous wrenches.
     2. Leak clamps.

  B. List of sources of needed **equipment, not on hand**.
     1. Name and address of supplier and type of equipment.

2. If under contract or rental.

Name	Address	Phone #	Equipment	Rental/ Contract
			Steel Tank Welder	
			Electrical repair	
			Digging equipment	
			Generator	
			Chemicals	

C. List of distributors or suppliers of **replacement parts** for the system.
1. Name and address of supplier and type of equipment.

Name	Address	Phone #	Equipment
			PVC pipe, valves, and fittings
			pumps, pressure tank and gauges
			Chlorinator

D. List of **emergency contact numbers**:

	Name	Phone #
1.	Health Department or DHS District Office	
2.	Law Enforcement -	
3.	Electrician	
4.	Laboratory	
5.	Pump repair service	
6.	Chemical disinfectant supplier	
7.	Equipment supplier	
8.	Owner	

(Attachments)